1	2	3	4	5	6	7	8
13.	Punjab National Bank	118	56	27	2008.36	212.70	191.05
14.	Punjab & Sind Bank	17	17	04	163.26	74.38	14.11
15.	Syndicate Bank	103	109	22	1371.80	782.43	22.68
16.	Union Bank of India	39	59	18	336.54	251.71	131.53
17.	United Bank of India	43	40	09	171.09	41.21	23.80
18.	UCO Bank	58	74	08	416.89	374.17	26.84
19.	Vijaya Bank	32	39	12	45.93	147.77	2.19

*Outside India U.Sh = Uganda Shillings.

[Translation]

Customer Services in SBI

2700. SHRI VISHVESHWAR BAHGAT:

SHRI MAHESH KUMAR M. KANODIA:

Will the Minister of FINANCE be pleased to state:

(a) whether the customer service in State Bank of India is very unsatisfactory and as a result, the customers are getting attracted towards private banks;

(b) the regional office-wise number of complaints received from the public regarding the working of State Bank of India during the last three years; and

(c) the number of employees and officers agsinst whom action has been taken on the basis of these complaints and the nature of action?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHARAJ): (a) State Bank of India (SBI) have reported that it has been consistent endeavour of the Bank to provide the best customer service to the constituents. The Bank has further reported that on account of the large spread of the branches and enormous volume of transactions, it is possible that customers complaints can and do arise. The Bank has set up cells/ Departments to look into and expeditiously settle complaints received. There is no evidence to indicate that customers have left SBI and have moved to private sector banks. On the other hand the large branch net-work and the variety of services offered to widely varied clientele has ensured that customers remain with SBI.

(b) and (c) The information is being collected and will be laid on the Table of the House.

[English]

Numbers of Banks Fallen in CRB Scam

2701. SHRI MADHAVRAO SCINDIA: Will the Minister of FINANCE be pleased to state:

(a) the number of nationalised banks been found to have fallen prey to the CRB Scam; and

(b) the steps have since been taken to recover the money?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHARAJ): (a) and (b) CRB Capital Markets Ltd. (CRBCML) was granted a facility, by the Mumbai Main Branch of State Bank of India, of encashment at par, of warrants issued by the company in repayment of fixed deposits, interest payable thereon and brokerage warrants at all branches of State Bank of India. The company had agreed, inter-alia, to prefund the relative accounts ensuring that the accounts have sufficient balance when the warrants were presented for payment. Howerver, the company fraudulently overdrew the account by an amount of over Rs. 58 crores (provisional). The company has also overdrawn its interest warrant account and brokerage warrant account with the Capital Markets Division, Mumbai Main Office of Bank of Baroda by about Rs. 1.90 crores (provisional). The company also enjoyed credit facilities from some public sector banks and the exposure of these banks is presently estimated to be in the region of Rs. 12 crores.

Consequent upon a petition filed by the Reserve Bank of India under section 45 MC of the Reserve Bank of India Act, the Delhi High Court has appointed a Provisional Official Liquidator. The Liquidator has initiated steps to crystallize the assests and liabilities of the company. He is being assisted by the officials of RBI, CBI and some public sector banks in this regard. The issue of settlement of claims of creditors, including banks, would proceed as per the provisions of law and the directions of the Delhi High Court.

PNB Scam

2702. SHRI MANGAL RAM PREMI:

SHRI JAI PRAKASH (HARDOI):

Will the Minister of FINANCE be pleased to state: